**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

Data refers to the raw, unorganised facts and statistics. Information refers to the meaningful and useful data that had been manipulated by processes.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness

How complete the information is.

* Timeliness

The information need to be fit in the time that it need to be used to.

* Accuracy

It refers the level of accurate of information. Incorrect information will lead the user in wrong decisions.

* Unbiasedness

Biased output will adversely distort the decision-making process and inhibit the effectiveness of any solution implemented by the user. When designing output, it is important to avoid situations that could lead to a biased interpretation.

* Clarity

How clear the information is. This decisions the effectiveness and efficient of the message will be diminished.

1. Distinguish between an organisational goal and a mission statement.

Organisation goals explain how an organisation intends to go about achieving its mission.

1. What is the role of the system goal?

When planning the system, the systems analyst will identify a system goal. The system goal explains the specific role of the information system in achieving the organisation goal, and ultimately the company’s mission.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   * List the 3 main areas of the Privacy Act 1988.
2. Safeguards relating to the collection and use of tax file numbers by federal government agencies.
3. Protection of individuals’ private information stored by federal government departments.
4. Information about people’s credit-worthiness held by credit reporting agencies and credit providers.
   * List the 11 information privacy principles.
5. Manner and purpose of collection of personal information.
6. Solicitation of personal information from individual concerned.
7. Solicitation of personal information generally.
8. Storage and security of personal information.
9. Information relating to records kept by record-keeper.
10. Access to records containing personal information.
11. Alteration of records containing personal.
12. Record-keeper to check accuracy etc. of personal information before use
13. Personal information to be used only for relevant purposes.
14. Limits on use of personal information.
15. Limits on disclosure of personal information.
    * What amendments were made to the Privacy Act 1988 to address limitations?

The government was keen to encourage the development of electronic commerce, while protecting the confidentiality of consumers and increasing public confidence in electronic transactions.

* + List the provisions under the Act from p 255.

Protected the privacy of online browsers’ habits and limits the collection of non-government organisations.

1. Information Privacy Act 2000
   * Describe the nature of this Act.

The Information Privacy Act 2000 was introduced by the Victorian Government to outline the privacy obligations of state government agencies and contractors working for the state government. It is based on a set of principles, which themselves come from the 11 information privacy principles.

1. Health Records Act 2001
   * Why was this legislation introduced?

It was introduced separately to the IPA because it covers both public and private medical sectors; however, it is designed to fit in with the IPA.

* + Describe the provisions of this Act.

The Health Records Act allows people to access their own medical information, as well as establishing the health record privacy principles for both public and private medical services.

1. Copyright Act 1968
   * Define intellectual property and what it applies to?

Intellectual property might be defined as any product of human thought that is unique and not self-evident. It applies to text, videos, broadcasts and computer programs.

* + Describe the provisions of this Act?

Copyright is automatic and free as soon as the intellectual property is written down or recorded in some tangible way. You do not even need to publish your work or include copyright warnings for copyright to apply.

* + What does the Copyright Act not apply to?

It doesn’t apply on cover ideas, concepts, styles, techniques, information, names, titles, slogans, people and images of people.

* + What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?

The copyright applies for the life of the creator plus 70 years. The copyright holder may not necessarily be the writer of a book, musical, performer, or a film director if someone else paid for these works to be produced.

* + How long does copyright apply for?

70 years +.

* + When is copyright infringed?

Copyright is infringed if copyright material is used without permission, in one of the ways exclusively reserved to the copyright owner.

* + List the exemptions to copyright, p 260.

New exemptions relating to personal use of recorded works have allowed consumers the right to make copies of works they have purchased and transfer them into other formats for personal use.

* + What are the penalties for infringing copyright?

In general, copyright infringements that involve some kind of commercial dealing are criminal offences. For most copyright-related criminal convictions, an individual may currently face a fine of up to $93500 and / or up to five years imprisonment.

1. Charter of Human Rights and Responsibilities
   * From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
     1. Privacy and reputation

Not to have his or her privacy, family, home or correspondence unlawfully or arbitrarily interfered with; and

Not to have his or her reputation unlawfully attacked.

* + 1. Freedom of thought, conscience, religion and belief

Every person has the right to freedom of thought, conscience, religion and belief, including – the freedom to have or to adopt a religion or belief of his or her choice; and the freedom to demonstrate his or her religion or belief in worship, observance, practice and teaching, either individually or as part of a community, in public or in private.

A person must not be coerced or restrained in a way that limits his or her freedom to have or adopt a religion or belief in worship, observance, practice or teaching.

* + 1. Freedom of expression

Every person has the right to hold an opinion without interference.

Every person has the right to freedom of expression which includes the freedom to seek, receive and impart information and ideas of all kinds, whether within or outside Victoria and whether – orally; in writing; in print; by way of art; in another medium chosen by him or her.

Special duties and responsibilities are attached to the right of freedom of expression and the right may be subject to lawful restrictions reasonably necessary – to respect the rights and reputation of other persons; or for the protection of national security, public order public health or public morality.

1. Spam Act 2003
   * What is spamming?

Spamming is used to describe the process of either posting undesirable messages to newsgroups and mailing lists or sending unsolicited email indiscriminately to promote a product or a service. It is similar to junk mail.

* + Why was the Act introduced?

It is considered to be unjust to other users and is extremely unpopular when mail servers are clogged with mass distributions of email, especially when busy workers have to sort through the junk to locate incoming messages of importance.

* + What are the three conditions that must be met by any commercial electronic message?

To be covered by the Spam Act, the message needs to be commercial in nature – that is the electronic message is trying to sell something, or directing you to another site where you can by something.

* + What messages are covered by the Act?
    - * 1. Email
        2. Short message service
        3. Multimedia message service
        4. Instant messaging
  + What messages are not covered by the Act?
    - * 1. Non-electronic messages
        2. Voice-to-voice telemarketing
        3. The majority of ‘pop up’ windows that appear on the internet an intrinsic part of a webpage that has been accessed, rather than a message sent to the recipient
        4. Messages without any commercial content that do not contain links or directions to a commercial website or location.
  + List the financial penalties of breaching the Act.

The maximum penalties under the Spam Act are substantial. A business that is found to be in breach of the Spam Act may be subject to a Court-imposed penalty of up to $220000 for a single day’s contraventions.